



THE CMDP REVIEW

*Comprehensive Medical and Dental Program
Bi-Annual Communiqué for ACYF, DJC, AOC/JPO*

FALL EDITION

Ph.# 602-351-2245, 1-800-201-1795

SEPTEMBER 2006

Welcome to the **2006 Fall Edition** of the **CMDP REVIEW**.



Cultural Competency in Health Care

An understanding of value systems and their influence on health is important to provide culturally competent healthcare. Each culture has a value system that dictates behavior directly or indirectly by setting and encouraging specific norms. Health beliefs and practices reflect that value system. Members may wish to follow a specific process in seeking health care, such as folk, spiritual or psychic healing practices, as well as conventional medical practices.

Intercultural communication, or communication between different cultures, is an important health issue and can influence quality of care.

A language barrier can be a big problem for both patients/caregivers and health care

providers. To have positive outcomes, the use of professional translators is needed for effective communication between patients/foster caregivers and providers. To ensure the correct medical terminology is provided the use of family members or foster caregivers to translate is not recommended.



CMDP offers language translation services for members and caregivers through the Language Line Services. Interpretation in over 140 languages either by phone or written translation for communicating with CMDP or a health care provider is available. The Department of Economic Security provides this service. Callers must contact CMDP Member Services to request this service.

We want members to get health care services that are best for them. Please contact Member Services and tell us if a CMDP member has any cultural needs that are not addressed.

Equal Opportunity Employer Program. Under Titles VI and VII of the Civil Rights Act of 1964 (Title VI & VII), and the Americans with Disabilities Act of 1990 (ADA), Section 504 of the Rehabilitation Act of 1973, and the Age Discrimination Act of 1975, the Department prohibits discrimination in admissions, programs, services, activities, or employment based on race, color, religion, sex, national origin, age, and disability. The Department must make a reasonable accommodation to allow a person with a disability to take part in a program, service, or activity. For example, this means that if necessary, the Department must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that the Department will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible. To request this document in alternative format or for further information about this policy, contact Member Services (602) 351-2245 or 1-800-201-1795.



THE CMDP REVIEW 2006

SEPTEMBER

CMDP 602-351-2245, 1-800-201-1795

Medical Home

A **Medical Home** is one central source of a child's medical records. For CMDP, the member's primary care provider (PCP) is considered the **Medical Home**. It is also a partnership with families to provide primary health care that is:

Accessible
Family-centered
Coordinated
Comprehensive
Continuous
Compassionate
Culturally effective



To ensure continuity of care, it is very important for a member's medical records to be transferred to the current PCP.

CMDP Preferred Medication List

When the PCP writes a prescription for a generic medication, and a brand name medication is available, CMDP covers the cost of the generic. If the foster caregiver insists on the brand name when a generic is available, then the foster caregiver is financially responsible to pay the difference between the cost of the generic and the brand name medication. However, if the PCP receives prior

authorization from CMDP for the brand name and writes it "fill as prescribed", or there is no generic for that medication, CMDP will cover the cost of the brand name.

Requirements for Healthcare Visits and Immunizations in the First 24 Months of Life

- 10 EPSDT Evaluations
- 23 Immunizations by 24 months of age
- 3 Hepatitis B
- 4 DTaP (Diphtheria, Tetanus, Pertussis)
- 4 HiB (Haemophilus)
- 3 IPV (Inactivated Polio)
- 1 MMR (Measles, Mumps, Rubella)
- 1 Varicella (Chickenpox)
- 4 Pneumococcal (pneumonia)
- 1 Yearly Influenza after 6 months of age
- 2 Hepatitis A



Out-of-State Placements

CHECK LIST OF MEDICAL ISSUES:

Contact the Arizona ICPC staff, Ruby Pittman Supv. 602-235-9134, for the ICPC list of tasks to be completed regarding out of state placements.



THE CMDP REVIEW 2006

SEPTEMBER

CMDP 602-351-2245, 1-800-201-1795

Contact Karen Reynolds, IV-E Supv. 602-235-9358, for IV-E eligibility questions and/or determinations:

- Title IV-E eligible or Non-Title IV-E eligible, apply in the new state at a local office for AFDC Kinship Grant/ Medicaid insurance.

Contact CMDP Member Services; 602-351-2245 or 1-800-201-1795:

Inform Member Services (ASAP) with the member(s) name(s), new address, phone number, name of foster caregivers and type of placement.

Inform CMDP that the child (ren) is going to receive health care coverage from the new state, or that they were denied coverage and that CMDP is responsible. (Very important for CMDP to know ASAP)

Discussion/planning with the foster caregivers **BEFORE** the child(ren) move to the new state:

- If child(ren) is **NOT** IV-E eligible:
 - Locate Medical and Dental Providers in new state.
 - Locate all other health care providers; Pharmacy, Behavioral Health, all special care services.
 - **Inform CMDP Member/Provider Services staff** of new out-of-state providers:

- Request registration packets be sent to all providers; CMDP cannot pay providers until registration is completed and AHCCCS issues Provider ID number to providers.
- Contact Member Services with the name and address of the pharmacy that has been identified by the foster caregiver. CMDP recommends when possible, that you use a Walgreens pharmacy in your area. Pharmacies also must be registered with AHCCCS. Registration may take up to a month. If the member needs a prescription filled and this process hasn't been completed, the foster caregiver will have to pay out of pocket for the prescription. If this should occur, contact CMDP Member Services to request a *Direct Member Reimbursement* Form. Submit the form, a copy of the bill and the receipt to Walgreens Health Initiatives (WHI). The foster caregiver will be reimbursed directly by WHI. Mailing instructions are included on the form.

Ensure foster caregivers have CMDP ID cards for all out-of-state members that require CMDP to pay for health care services. Caregivers



THE CMDP REVIEW 2006

SEPTEMBER

CMDP 602-351-2245, 1-800-201-1795

should have current CMDP Member Handbooks, also CMDP's phone numbers.

Remind caregivers that most non-routine services and all Behavioral Health care requires Prior Authorization (PA) from CMDP. Contact CMDP Medical Services for questions and information on PA requests. (Health care Providers contact CMDP directly for PA's.)

CMDP Notice of Privacy Practices

CMDP members, foster caregivers and the agencies with custody of our members are eligible to have a copy of the CMDP Notice of Privacy Practices. This notice covers healthcare information about CMDP members that is maintained by the Comprehensive Medical and Dental Program. It tells how information may be used and disclosed consistent with federal law. It also tells how you can get this information. The notice is in each CMDP New Member Packet. It has not been revised since 2003.

You may download a HIPAA notice at:
www.azdes.gov/dcyf/cmdpe/hipaapp_1.asp

You can also request a notice via telephone at: 602-351-2245 or 800-201-1795 (Toll Free), ask for the CMDP Privacy Officer.



Or write us at: Comprehensive Medical and Dental Program (CMDP)
Attn: Privacy Officer

P.O. Box 29202, Site Code 942C
Phoenix, Arizona 85038-9202

Prior Insurance Notice:

CMDP request all agencies with custody of CMDP members to inquire if the child has prior health insurance at the time of enrollment.

Child Protective Services can let CMDP know by including this information on the **CHILDS-Health Coverage Detail Screen**.

The **Juvenile Justice Agencies** should place this information on the **CMDP Enrollment/Application For Medical Assistance Funding, CMD-1014A**.

All agencies can also phone CMDP Member Services to inform us of prior insurance information.

CMDP Q & A

CMDP will provide, in future editions of this newsletter, questions (and the answers) presented by the agencies with custody of CMDP members.

The Member Services Unit is the main contact point for questions regarding services, enrollment and eligibility. Certain questions and the answers to them that are important and critical will be displayed in the newsletter.



THE CMDP REVIEW 2006

SEPTEMBER

CMDP 602-351-2245, 1-800-201-1795

It is hoped that this format will be beneficial.
Your comments regarding this addition are
welcome.



Please visit the CMDP Website
at:
<http://www.azdes.gov/dcyf/cmdpe/>